AUTO RENEW INSTRUCTIONS (Subscription Customers)

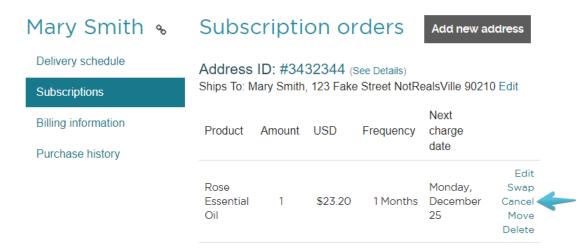
Log in to customer account

You can access your Customer Portal through your Shopify account login. If you have not registered an account, you will need to create an account using the same email address used at checkout. Once your account is registered, you can login and access your Customer Portal by clicking on the **Manage Subscriptions** link.

Alternatively, you can access your account using the Customer Portal direct link. This link is normally sent in your Subscription Confirmation email and your Upcoming Order email.

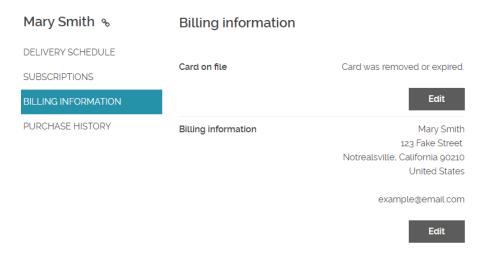
Cancel a subscription

In order to cancel your subscription, you will first need to log in to your account. Within the **Subscriptions** tab, click the **Cancel** link next to the subscription order you would like to cancel. On the following page, you will be prompted to enter a cancellation reason.



Update billing information

In the **Billing Information** tab you'll find the current method of payment along with the current billing address. However, this is not the same as the shipping address. You would edit the address in this section if your billing address has changed or if you need to update your email address.



Skip a delivery

Once logged in, click on **Delivery Schedule** on the left to see all upcoming deliveries for your subscriptions. To skip a delivery, you can click **Skip** next to the delivery you would like to skip. Similarly, to unskip a delivery, you would click **Unskip** next to the order.



Update shipping address

Once logged in, click on **Subscriptions** and click **Edit** to the right of the address. This only affects the shipping/delivery address, this does not update billing information related to the method of payment.



You will be taken to a page where you can modify your shipping address fields.

Shipping Address

Go back

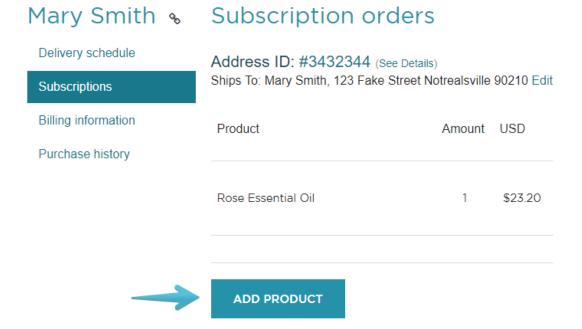
Save

Subscription #3432344

| First Name | Last Name |
|-----------------|-----------------|
| Mary | Smith |
| | |
| Address line 1 | |
| 123 Fake Street | |
| Address line 2 | |
| | |
| Company | |
| | |
| City | Province State |
| Notrealsville | California |
| Zip Code | Country |
| 90210 | United States ▼ |
| Phone | |
| 555-555-5555 | |

Add a product to a subscription

Once logged in, select the **Subscriptions** tab, then click **Add Product**. This will open a pop-up where you can search, view, and select additional products to add to your upcoming deliveries. You may also choose the frequency and first shipment date.



Swap a Product

Once logged in, select the **Subscriptions** tab to view the current subscription products. On the far right, you can select **Swap** and select the replacement product.

